

**CTA ADA Advisory Committee
Meeting Minutes
Monday, July 12, 2021**

Members Present

Committee Members:

Committee Chair: Joe Albritton

Committee Vice-Chair: Michele Lee
Mary Abramson
Pamela Berman
Doreen Bogus
Whitney Hill
Robin Jones
Michael Kiser
Nicholas Robertson
Howard Wilson

Facilitator: Amy Serpe, Manager, ADA Compliance Programs

CTA Staff: Michael Connelly, Chief Planning Officer

Excused Absence: Bridget Hayman

Notes

- The July 12, 2021 ADA Advisory Committee meeting was conducted as a Virtual meeting through the Zoom Platform. The public was able to listen to and/or view this meeting via YouTube.
- Chairman Albritton called the meeting to order at 1:35 p.m.

Roll Call

- Vice-Chair Lee called the roll.
- Meeting members answered when their name was called and stated their affiliations if any.

CTA Board Chairman Addressed the Committee

- Chair Albritton introduced CTA's newly appointed Board Chairman, Mr. Lester Barclay.
- Board Chairman Barclay:
 - "Thank you, Joe. It's an honor to be here today. I am -- let me give my description. I am five ten, 200 pounds, a little bit overweight, a little pudgy, black hair, brown eyes, and I have a smile most of the time. That's who I am."
 - "But I want to thank you for the opportunity to come before the Committee and just, you know, as a new chairman of the CTA Board and just introduce myself and let you know that we're here to listen and to learn. And so I would also like to acknowledge the staff that's here from the CTA, those individuals who work with the CTA to make the transit accessible to all citizens of our great city."
 - "So I would like to just first tell you a little bit about myself. I started off first working for the CTA 40 years ago as a summer transit worker, you know, sort of filling in as a conductor on the train during my college years and I remember a gentleman who said, hey, if you do a good job, maybe one day you might be Chairman of the Board and fast forward 40 years later when the Mayor reached out and asked me if I would consider taking on that responsibility and I readily said yes."
 - "So I'm excited about the work you do. I was on the Citizen's Advisory Board and Chaired that, so I know how important it is for community to have input in public transportation. And like I said, what you say, your thoughts, your deliberations, your comments, they matter a great deal to the Authority and while we can't do everything at

one time because we have budget constraints and we have, you know, just things we aren't able to do, but you know your voice matters.”

- “I want you to know that you're always welcome to the Chicago Transit Authority to share your thoughts and your consideration as to the direction that we need to take. You know, there's nothing wrong with challenging us to do better because we can and we will do better.”
- “So I just want to thank you for the opportunity to meet and greet you and I know you're probably going to have a great meeting deliberating on certain items and certain agenda items, but I wanted to let you know that you have the Board's support.”
- Chair Albritton: “Thank you, Mr. Barclay, for your time and your encouraging words. We look forward to working with you in the future.”
- Board Chairman Barclay: “Thank you so much. I'm going to sign off, but continue the good work that you're doing on behalf of the citizens of our great city. Thank you very much.”

Announcements

- Ms. Jones stated that in honor of the 31st anniversary of the passage of the Americans with Disabilities Act - ADA there is a free poster available. Information can be found at www.ADAgreatlakes.org. Additionally, the organization has swag available if you are doing any kind of event. Call 800-949-4232 or visit the Website for more information. The organization is also hosting additional events with the Department of Justice. Again, visit the Website for more information.
- Facilitator Serpe announced that Mr. Bates is no longer on the Committee.
- Ms. Bogus explained that there is now a MOPD newsletter and other information on the MOPD Website for which people can sign up. Also, on July 26th, there is an event for the ADA Anniversary. Covid vaccines will also be offered as part of the event.
- Ms. Hill stated that there is an organization called 3 Art that is having a crown funding and match event. The organization supports/features artists of color, women, artists with disabilities, etc. Visit 3art.org for information.

Approval of Minutes

- The Meeting Minutes for the April 12, 2021 meeting were sent to all Committee members for review in advance of this meeting.
- Vice Chair Lee asked if anyone had any changes related to the Minutes and Mr. Kiser pointed out that the word “council” near the end of the report was misspelled. It should be “council”. There were no other corrections/changes.
- Facilitator Serpe said she would make the spelling change prior to having the Minutes posted onto the CTA Website.
- Ms. Lee then asked for a motion to approve the Minutes as amended.
- Mr. Kiser moved and Ms. Abramson seconded the motion.
- Vice Chair Lee called the vote, and the minutes were approved as amended.

Public Comment

- Vice Chair Lee asked if there would be any Public Comment today.
- Facilitator Serpe stated that there is one public comment which she read into the record.
- Mr. Kelly Pierce’s (a Chicago resident who is blind) comment dealt with the fact that he attended a familiarization event at the Jefferson Park Terminal on June 26, 2021 related to CTA’s demonstration of the new Electric Buses that the CTA is currently piloting. He commented that both when the bus arrives or departs, it does not make enough noise for people who are blind or have low vision to identify where the bus is or if it is moving.

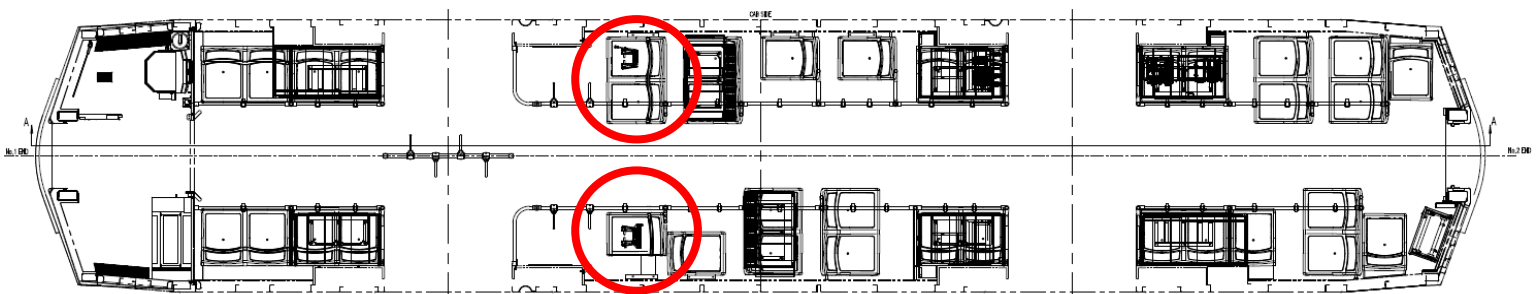
When You’re Ready We’re Ready (Return to Transit) Presentation

- Brian Steele, Vice President Communications gave the following presentation. The purpose of the marketing campaign, launched in May 2021, is to:
 1. Let the public know that CTA is “open for business”.
 2. Highlight all the steps CTA has taken to ensure a healthy and comfortable commute.
 3. Reassure past customers and businesses that CTA is more than ready to welcome riders back.
 4. Have external validators reinforce the importance of CTA.
 5. Remind everyone that public transit must be a part of the region’s recovery.
- The CTA is now offering a Summer Fare Promotion:
 - 1-day pass: \$5 (down from \$10)
 - 3-day pass: \$15 (down from \$20)
 - 7-day pass: \$20 (down from \$28)
- Welcome Back Banners will highlight extensive cleaning, effective air circulation, rider tools such as the Dashboard and mask requirement information.
- Mr. Steele also talked about the CTA Refresh and Renew Program which is a “New campaign to highlight station-renewal program by Facilities Maintenance.”
- There will be “Welcome Back Ambassadors” at many stations to provide information and answer customers’ questions.
- There will be replacement of decals and other signage to assist with social distancing, etc.
- The CTA may use paid media (advertising) announcements to encourage customers’ return. There are also customer testimonials that can be found on our Website and through social media.
- The overall message is “Let’s get back there” to using CTA, visiting family and friends, attending events, etc.
- Mr. Steele stated, “So really our primary target is some of those 9:00-to-5:00 workers who haven't come back to the office yet and maybe their employer wants them to come back to the office, but they're saying, well, I'd rather stay at home and still -- still telework. So we're going to be developing a series of print and digital advertisements to put forth, to really remind people about the importance of CTA and about how critical CTA could be to the recovery of the region. And we're looking at not only at the large legacy media outlets, but we're looking at community media, digital media, and bilingual media also.”
- Vice Chair Lee suggested that the various campaigns and efforts using visuals include pictures of people with disabilities to which Mr. Steele said that this was an excellent idea.
- Mr. Kiser stated, “... I am wondering about the effectiveness of cleaning particularly when we received a lot of information indicating that surface cleaning is not really very important other than for maybe encouraging -- letting people know that you care about the cleanliness, but I am also -- I am reading that it doesn't really make a difference in terms of transmission (of the Coronavirus).”
- Mr. Steele responded, “You are correct in your comment, Mr. Kiser. It's part of the reason why we've promoted not just the cleaning, but also the air filtration. That has been an aspect that a lot of transit agencies throughout the country have worked to address. I don't remember which HEPA rating, which is the filtration rating that our buses and trains have, but they're among -- they're on the higher end of those in the industry. Related to the comment about cleaning, I absolutely agree with you that cleaning -- surfaces have not been a nexus for the transmission of the Coronavirus, however, cleanliness in general is a really important aspect to our customers.”
- Ms. Hill asked where else signage information can be found to which Mr. Steele said that information can be found at www.transitchicago.com/ready. There is also information on the digital screens at rail stations, as well as through social media.
- Ms. Hill also raised the concern related to advertisements for, “... workers or transit users who are returning back to the system, but might have mental health concerns.”

- Mr. Steele responded that, "... we have not had any discussions about any advertisements or messaging related to the issue of mental health. As you know, obviously it's a very complex discussion. We do have a strong partnership with the Department of Family and Support Services at the City of Chicago and we have a very strong partnership with them as it relates to outreach to individuals with housing challenges. We've done -- and I believe this community knows about it. There has been outreach missions that DFFS has held with social service agencies throughout the city at various locations throughout the system. So I think that would probably be the entity that we would have that discussion with. I do not know what current messaging DFFS or the City or even a private entity is doing related to the issue."
- Both Ms. Hill and Mr. Steele acknowledged that the Suicide Prevention Hotline number is on various signs at rail stations, etc., for anyone who needs that connection.
- Ms. Hill also thought the CTA could address more specific accessibility information for those current and potential customers with disabilities who may be hesitant to use the CTA. Mr. Steele agreed that this would be an important message for all customers.
- Chair Albritton added, "... Just to piggyback on what Whitney brought up about people with mental health issues. Maybe as far as getting some advertising out and toll-free numbers and so on, it might be good to work with the Chicago Department of Public Health (CDPH) and even an organization like NAMI, N-A-M-I, National Alliance of People With Mental Illness."
- Mr. Steele thanked Mr. Albritton for that reminder as he forgot to mention that the CTA does work with the CPDH.

7000 Series Rail Car Update

- Mr. Robert Kielba, Assistant Chief Rail Equipment Engineer and Mr. Grant Macey, Chief Rail Equipment Engineer provided an update on the CTA's new 7000 Series Rail Cars.
- In summary:
 - The new rail cars are being built by CRRC in Chicago's Hegewisch neighborhood.
 - CTA's contract is for up to 846 Cars.
 - The base quantity of 400 cars awarded.
 - There are 10 Prototype cars currently under revenue testing on the Red/Yellow/Purple Lines in July and August
 - Production car delivery is expected in Late 2021/Early 2022.
 - The door locations and dimensions of the cars is very similar to other CTA rail Cars.
 - There are now chimes/sound when the car doors are opening, as well as the usual sound when doors are closing.
 - There is an active suspension system with platform height detection.
 - Cars are equipped with 6 interior and 4 exterior speakers.
 - The 37 seat layout is a little different. One of the 2 Wheelchair Securement Areas has only one seat instead of 2. The seats do flip up in the securement areas.
 - There are vertical seat back stanchions and overhead horizontal stanchion with grab straps.
 - There are new swing down metal handles between #1 & #2 doors.
 - 2 Pictures of seating layout below. First is a diagram of the seating layout and then a picture inside the rail car. The picture shows a few more forward/backward facing seats, as well as the 2 Wheelchair Securement Areas where there is one seat on the left side and 2 seats on the right side. These Seats do flip up to accommodate a wheelchair.





- There are more visual signs with more alerts and information within the rail cars especially helpful to individuals who are Deaf or Hard-of-Hearing and unable to hear audio announcements.
- Below is a picture of the interior of a rail car showing the signs at the end of the car, where the train cars are coupled/attached to the next car. Also shows some of the hanging straps and sideways facing seats across from one another that face inward.



- There are Express Mode upgrades including Visual Message Signs at the ends of the cars that will display flashing text such as: “Express to Howard.”
- There is a Route Map in the middle of the car that will eliminate stops being skipped during express run and the LCD signs will display “Express to Howard.”
- Vice Chair Lee commented that the font size on some of the signs might be a bit small. Mr. Kielba said he could look into this but also pointed out that there are many more signs on each car and so if customers can’t see one sign, there are other signs that are closer. He added that there is more information on the signs so the print might be a bit smaller.
- Vice Chair Lee also inquired if all of the LCD signs have the International Symbol of Accessibility or an elevator symbol on them such as on the map so that people who use wheelchairs will know if a station is accessible? Mr. Kielba was not sure about all signs and will take the comment under advisement.
- Chair Albritton asked if the visual express signs also have an audio component to which Mr. Kielba said that they do and that Rail Operators also make audio announcements to ensure customers know that a train is going to express to a specific station.
- Ms. Hill inquired if the height of the maps in the middle of the cars is more than 80” to which Mr. Kielba explained that, yes, the height is not an issue as they are higher than what the doorway is.
- Ms. Abramson raised the issue of contrast regarding colors used for seats, flooring, signs, etc., as people who have visual disabilities need that kind of an accommodation. Mr. Kielba suggested that there might be an opportunity for a show and tell type of event for people to see the new rail cars.

CTA Rail Car Berthing Project

- Mr. Devan Gourdine, Senior Manager Emergency Preparedness provided an overview related to the Rail Car Berthing Relocation Project.
- Mr. Gourdine explained that:

- All rail cars at all rail stations will always stop at the most forward part of the rail platform. This is a system-wide project effecting all rail lines.
- This Berthing process will promote consistency for both customers and Rail Operators.
- The primary purpose of the Berthing Project is to ensure safety for our customers and staff.
- Customers will always know exactly where the head car of the train will stop regardless of the length of the consist.
- This berthing upgrade eliminates the concern of a rail car being off the platform at any rail station.
- There is no set date as to when this project will start. People will be given ample notice when this happens.
- The CTA is providing this notification to the ADA Advisory Committee so that members of the Disability Community will be aware of the change that is coming.
- The CTA wants customers to be aware that if you want to be in the train's head car, you need to ensure that you are standing near the yellow tactile strip at the most forward position on the platform.
- Signage will be provided when this project is implemented along with PA announcements.
- Additional personnel will be present at stations during the kick-off period to ensure customers are standing in the appropriate areas to board the train.
- The Braille and Tactile station signage will not change.
- Chair Albritton wanted to be sure that there would always be detectable warning and yellow differentiated colored surface where the trains will berth to which Mr. Gourdine said yes, these safety elements and accommodations will always be there.
- Mr. Robertson wants to be sure that there are tactile references on the platform so that someone who is blind or has low vision does not walk so forward on the platform that they would fall onto the tracks or below. Mr. Gourdine said that there will be tactile references.
- Vice Chair Lee thought that some of the signage was confusing to which Mr. Steele explained that this is still a work in progress and the Communications and other departments are working together and will be sure to have clear, understandable signage when the project launches.

Customer Service Report

- The Customer Service Reports were sent to all Committee members to review in advance of the meeting.
- Ms. Kate Kennelly, Acting General Manager of Customer Service was available to update the Committee and answer any members' questions.
- Ms. Kennelly provided a brief overview and then answered Committee member questions.
- "So over the last three months from April to June, we logged a total of 153 ADA complaints, which is an average of 51 per month. This represents 4 percent of all complaints logged, which is pretty typical of most periods that we see here. The top issue reported over the last few months was employees being discourteous with a total of 49, which is an average of about 16 per month. This is up about 36 percent from the previous quarter and can be broken down further with 84 percent bus and 16 percent rail and the top garages identified were North Park and Forest Glen, each with a total of nine. Our next highest category was reports of customers being passed (up) at the bus stop. With a total of 36, this category was down 10 percent. The top garage for this category was North Park with eight, followed by 74th and 77th, which each received six (complaints)."

- Chair Albritton asked if the rail complaints were mostly related to CSAs more so than Rail Operators. Ms. Kennelly said that this is true however complaints may also include things that happen at the station such as an interaction with an operator, elevator/escalator issues, etc.
- Mr. Connelly reminded the Committee that the CS Department did include information about which garages generated the most complaints within a category which is something the Committee asked for.
- Ms. Bogus wants to know, "... Not so much the actual resolution for the individual complaints, but how many of the complaints were -- you know, ultimately did not fall into that category (that they were reported in)."
- Facilitator Serpe commented that, "... I think I do understand what you want. I don't know, honestly, how feasible it is to get that information. If a bus passes someone up, there really isn't a way -- the garages get numbers. There were five pass-ups, if somebody reports it. It was passed up at this time, at this time, maybe sometimes they could tell was this bus, was it crowded? They don't always know."
- Facilitator Serpe also reminded everyone that the statistics are based over a 3-month period and that all complaints are investigated by managers at the various garages and terminals. As time goes on we can see if any one garage has the same type of complaints over and over, as well as if numbers are increasing and that could represent a pattern.
- Customer Service Statistics for the 2nd quarter of 2021 are as follows:
 - Total CTA complaints for all three months of Q-2, 2021 (April, May, June, 2021), = 3,750 of which 153 (4%) were ADA related complaints.
 - April 2021 complaints = 52
 - May 2021 complaints = 45
 - June 2021 complaints = 56
 - Q-2, 2021 Bus Related Complaints: April = 46, May = 36 and June = 46 totaling 128.
 - Q-2, 2021 Rail Related Complaints: April = 6, May = 9 and June = 10 totaling 25.
 - Q-2, 2021 Total Bus and Rail Complaints Combined = 153: (128 + 25 = 153).
 - During the 3-month 2021 Q-2 period, there were a total of 16 ADA Compliance Complaints which include things such as: *Employee failing to assist customers with disabilities or help with securement of wheelchairs, not complying with ADA rules and fare discrepancies involving passengers identifying as having a disability."
 - Below is a breakdown of ADA related complaint categories for Q-2, 2021 vs Q-2, 2020:
 - Total disability-related complaints for Q-2, 2021 = 153 complaints vs. 300 in 2020. Of that total:
 - ADA Compliance (categories listed above) = 16 in 2021 vs. 133 in 2020.
 - Verbal Abuse/Rude Language totaled 11 complaints in 2021 vs. 13 in 2020.
 - Pass up totaled 36 complaints in 2021 vs. 34 in 2020.
 - Ramps totaled 5 complaints in 2021 vs. 12 in 2020.
 - Malfunctioning/Inoperable AVAS (automated stop announcements) totaled 0 complaint in 2021 vs 0 in 2020.
 - Priority Seating issues totaled 3 complaints in 2021 vs. 3 in 2020.
 - Stroller issues totaled 0 complaint in 2021 vs. 0 in 2020.
 - Failure to Kneel Bus totaled 5 complaints in 2021 vs. 9 in 2020.
 - Refusal to allow service animal on board totaled 4 complaints in 2021 vs. 3 in 2020.
 - Failure/Refusal to Deploy Gap Filler totaled 3 complaints in 2021 vs. 4 in 2020.
 - Elevator malfunction complaints totaled 0 in 2021 vs. 11 in 2020.
 - Escalator malfunction complaints totaled 4 in 2021 vs. 0 in 2020.
 - Failure to announce stops complaints totaled 1 in 2021 vs. 0 in 2020.

- Accessible Service complaints totaled 0 in 2021 vs. 1 in 2020.
- Touching passenger/equipment/service animal complaints totaled 0 in 2021 vs. 0 in 2020.
- Employee was discourteous totaled 49 in 2021 vs. 75 in 2020.
- Failure to wait for intending passenger totaled 10 in 2021 vs. 10 in 2020.
- Failure to curb bus totaled 2 in 2021 vs. 3 in 2020.

Elevator/Escalator Efficiencies Report

- The Elevator/Escalator Efficiencies Reports were sent to all Committee members to review in advance of the meeting.
- Mr. Lenny Romano, General Manager, Facilities Maintenance was available to answer any questions and presented information regarding elevator/escalator data and upcoming maintenance work.
- Mr. Romano explained that, “Our elevator efficiencies held a flat line from quarter one of 2021 to quarter two of 2021. We saw a slightly less than 1 percent decrease year -- year over year from quarter two 2020 versus quarter two 2021. We had about, ... 376 elevator service calls throughout quarter two of '21. The highest being on the Green Line and the Red Line, both respectively have the highest total of commissioned elevators at the CTA and most calls were related to doors, sills, detector edges, and switches. In regards to our escalators, our escalator efficiencies also held a flat line in quarter one of '21 to quarter two, as well as a flat and steady year over year from quarter two 2020 to quarter two '21. Escalators, we had a total of 299 service calls throughout quarter two. Highest being both on the Blue Line and the Red Line, which again respectively both have the highest total of commissioned escalators at CTA, but average out to about 2.4 calls per escalator on the Red Line during quarter two and one call per escalator on the Blue Line. Most of the escalator calls resulted in a reset of a fault on either the controller, which can be associated with either cold impact, handrail inlets, skirt switches, and drive safeties. Moving on to our modernization. Modernization currently as it is right now, we have a total of five ongoing modernizations on the escalators as well as two ongoing with the elevators. There was an error in an estimated completion date on the escalator Lake-Randolph Red Line A502E. We had a completion date of March 15th. However, that was incorrect. It is August 4th of 2021.”
- Mr. Romano added that, “One of the highlights of this year, we have -- in 2019, we completed a planning for a system-wide elevator replacement program. ... This is a system-wide elevator replacement program where we have reviewed all the current elevators within the system and prioritized a rehab or replacement based on a condition and usage. The program did not provide specific rehabilitation needs. So the current next steps are to review those elevators and prioritizing them in the field to develop specific requirements. CTA is currently in the process of developing a task order to bring on an elevator specialist to review the current conditions against code requirements and accessibility requirements and then based on the elevator inspections, CTA will issue then a task order to specific contractors to upgrade and modernize up to 14 to 16 elevators currently. Elevator upgrades are anticipated to begin in the late 2022 and that work will continue as long as funding allows and will be expanded as additional funding is found. In advance of that main work, we're also starting to replace deteriorated floors still at targeted locations throughout the system and that work is anticipated to begin this fall. So we have two exciting things that we're going to be starting on our elevator -- our current elevators.”
- Vice Chair Lee asked that when CTA gets the results from the inspections regarding the suggested order for maintenance, that that information is shared with the Committee.
- Mr. Bill Mooney, Chief Infrastructure Officer added that the Elevator maintenance program, “... is all part of the ASAP capital program. It's just not being done -- we're using our maintenance program to do the rehabs. It's not going through the construction department.”

- For the 2nd quarter of 2021 vs. Q-2 in 2020, the following reflects **ESCALATOR** Efficiencies:
 - April 2021 = 96.38% vs. April 2020 = 98.27% (-1.89%)
 - May 2021 = 97.48% vs. May 2020 = 97.04% (0.44%)
 - June 2021 = 96.96% vs. June 2020 = 95.24% (1.72%)
- For the 2nd quarter of 2021 vs. Q-2 in 2020, the following reflects **ELEVATOR** Efficiencies:
 - April 2021 = 96.81% vs. April 2020 = 98.89% (-2.08%)
 - May 2021 = 97.65% vs. May 2020 = 98.26% (-0.61%)
 - June 2021 = 97.64% vs. June 2020 = 98.64% (1.00%)
- Modernization Project Ongoing (Heavy Maintenance) – Note: Completion dates listed are anticipated.
- TBD – To Be Determined; DOD – Date of Down; ECD – Estimated Completion Date
- Current Long-Term ESCALATOR Maintenance
 - Lake/ Randolph/ Red: DOD 10/18 - ECD 3/15
 - Polk/ Pink: DOD 4/28/21 - ECD 8/6/21
 - 47th-Dan Ryan: DOD 3/29 - ECD Unknown
 - Belmont Mezz/Plat: DOD 3/27/21 - ECD 8/6/21
 - Randolph Washington SE: DOD 2/26/21- 8/25/21
- Future ESCALATOR Heavy Maintenance
 - Oak Park/ Green: Start of 4th Qtr of 2021
 - Cumberland/ Blue: Start of 4th Qtr of 2021
 - Clinton-Congress N: Start of 4th Qtr of 2021
- Current Long Term ELEVATOR Maintenance
 - Granville (Sill Replacement) N: DOD 07/06/21 - ECD 07/16/21 Davis (Sill Replacement): DOD 06/22/21 - ECD 07/30/21
- Future ELEVATOR Heavy Maintenance
 - Washington/ Wells (Sill, Floor & Platform): 8/1/2021
 - Washington/ Wells (Doors): 09/1/2021
 - Roosevelt - Pedway (Sill & Doors): 08/01/2021
 - Fullerton - Mezz/Plat (Doors): 09/01/202

Red-Purple Modernization (RPM) Project Including the Belmont Fly-Over Project

- Mr. Jeff Wilson, Director of Community Relations for the RPM multi-year project provided the following project updates.
- Mr. Wilson stated that they opened a new RPM office today.
- Mr. Wilson explained that his team along with Chair Albritton and Facilitator Serpe did a site visit to the RPM stations, as well as the Red Purple Bypass Area.
- Mr. Wilson reiterated that the RPM project encompasses both the Red/Purple Bypass Area just north of Belmont and then the total rebuild of 4 stations – Lawrence, Argyle, Berwyn & Bryn Mawr.
- Mr. Wilson then presented some of the suggestions made by Albritton and Serpe which mainly included ways to improve the path-of-travel around and in the construction areas, and at the temporary stations.
- Suggestions focused around using high contrast colors and sturdy materials for barrier walls on sidewalks, etc., so that people would notice where they can and cannot walk. Curb ramps need to be placed so that anyone using a wheelchair can still get around in the space.
- Also large text should be used in addition to pictures to enhance understanding by people with various disabilities.
- Other suggestions included marking tops of stairways even if the station is temporary and making sure that the Kiosk and CSA call buttons are easy to find.

- Mr. Wilson reminded the Committee that there are some accessible elements at the temporary stations such as the CSA Call Buttons, enhanced lighting, etc., there are no elevators which will be at all 4 stations when the rebuild is complete.
- Mr. Wilson continued, "... Bryn Mawr we felt was the biggest station in the temporary station construct that had probably the most deficiencies in it and one was the northbound and southbound accessibility (about a block apart) with regards to people not understanding where to go and how to navigate going from one area to get to the northbound station entrance and then one area to go to the southbound. So we're working with Grant Garfield on our team to make sure that signage and wayfinding is improved."
- Both Chair Albritton and Facilitator Serpe reminded people that these 4 stations, of which 2 are operational, they are in construction zones and there are limited types of accessibility features both on the street and at the temp stations. There are no elevators, escalators, etc., and paths-of-travel are not all that convenient. There are CSAs at all of the stations which can help people maneuver in these more restricted spaces.
- Chair Albritton added, "... You have to, you know, take due caution in those areas. One of my overall suggestions was as much information that could be put out there, whether it's on the CTA website or the Access (@transitchicago e-mail) announcements regarding the temporary stations."

General Construction Report Updates

- Ms. TaNesheha Marshall, Vice President of Capital Construction presented project updates along with Mr. Bill Mooney, Chief Infrastructure Officer who also was present.
- Ms. Marshall explained that, "... I will be providing you an update on the phase one ASAP (All Stations Accessibility Program) program and including a few other locations as we move into phase two planning. As background, in 2016, CTA established a working group that consisted of representatives from the Chicago Transit Board, personnel from various CTA departments such as Planning, ADA Compliance, Infrastructure, and Law, as well as consultants from (the Mayor's Office for People with Disabilities and) LCM Architects, a Chicago-based design firm that specialized in accessibility and universal design. ASAP plan was published in 2018, which included a description of CTA's proposed station concepts, associated cost estimates, and a phase implementation strategy to add new elevators as well as other accessible features to the rail system and to maintain existing elevators to ensure continued accessibility. The total cost estimate for this ASAP is 2.1 billion for this 20-year endeavor to make our legacy system fully accessible. We are currently progressing (through) phase one and upcoming phase two. As phase one ASAP projects are moving into design, additional consultants are being -- additional consultants are being procured to develop and carry out the ASAP plans and goals. CTA infrastructure will be updating the ASAP phase plan starting this fall and I will update you towards the end of this presentation on the timeline and how your participation will be a part of the planning process."
- Ms. Marshall continued to outline the phase one ASAP stations as follows.
 - **Austin Station – Lake Line (Green)**
 - # of Elevators: 1
 - Budget: \$25.5 M
 - Funding: Rebuild Illinois and Surface Transportation Program (STP Grant)
 - GEC Design Schedule: Started January 2021 – Ends December 2021
 - Construction Schedule: Starts August 2022. Ends November 2023
 - **California Station – Logan Square Line (Blue)**
 - # of Elevators: 2
 - Budget: \$36 M
 - Funding: Rebuild Illinois
 - GEC Design Schedule: Starts October 2021 – Ends August 2022

- Construction Schedule: Starts Q-4, 2021 – Ends Q-4, 2024
- **Montrose Station – O’Hare Line (Blue)**
 - # of Elevators: 2
 - Budget: \$23.3M
 - Funding: Rebuild Illinois
 - GEC Design Schedule: Starts March 2022 – Ends December 2022
 - Construction Schedule: Starts Q-3, 2023 – Ends Q-3, 2024
- **Racine Station – Congress Line (Blue)**
 - # of Elevators: 1
 - Budget: \$34.3M
 - Funding: Rebuild Illinois
 - GEC Design Schedule: Starts July 2021 – Ends April 2022
 - Construction Schedule: Starts May 2023 – Ends August 2024
- **Irving Park Station – O’Hare Line (Blue)**
 - Escalator and Canopy Replacement
 - Budget: \$12M
 - Funding: Rebuild Illinois & RTA
 - Construction Schedule: Starts March 2021 – Ends September 2022
 - ASAP: Upcoming
- **Cottage Grove Station – Jackson Park Line (Green)**
 - # of Elevators: 1
 - Budget: \$75M
 - Funding: Rebuild Illinois
 - GEC Design Schedule: Starts January 2021 – Ends January 2022
 - Construction Schedule: Starts October 2022 – Ends August 2024
- **CDOT ASAP LOCATIONS**
- **State/Lake – Loop Line (CDOT)**
 - # of Elevators: 8
 - Funding: Congestion Mitigation & Air Quality (CMAQ) Grant
 - Design Schedule: Design in progress – to conclude in 2022
 - Construction Schedule: Dates to be confirmed by CDOT
- **Damen – Lake Line Green (CDOT)**
 - # of Elevators: 2
 - Funding: Kinsey Industrial Corridor TIF Plus State Funding
 - Design Schedule: Complete
 - Construction Schedule: Completed in Summer 2023
- Ms. Marshall stated, “Finally, I would like to talk a little bit about the remaining phases of ASAP and our next steps. As you can see with your support on funding, we have made tremendous progress on the phase one stations. All are now fully funded in advanced planning or design phases. Additionally, CTA is beginning into the phase two with design and construction of the Racine Station and planning for the Irving Park Station. This plan was developed in 2018 with the goal of updating it every five years. Giving the success of moving phase one into implementation steps, CTA will be starting the update cycling this fall to look at three key areas. First, we would like to review the priority of the stations in the phases (four phases) against current priorities and funding objectives. Secondly, we would need to update the overall concepts to current standard and technology. Third, we want to elevate the ASAP program to the next level of wayfinding. In September of this year, we will reactivate the ADA working group whose focus will be committed to offering feedback on the ADA needs of the project as well as acting as a sounding board to CTA. . . . The working group will provide input and feedback to the ASAP plan updates and help ensure the plan meets the

goals. From September to December of this year, discussion will focus heavily on the goal, objectives, and process development of the plan. I will provide general updates of progression from the working group to this body during our quarterly meetings. From January next through to June 2023, the working group will focus on the plan update, the re-prioritization of necessary components, and the implementation strategy of the updated plan. The plan is set for completion in July of 2023, which would be five years from the original 2018 publication. . . . CTA will continue to apply for additional funding and to work with our federal affairs team and elected officials to identify dedicated funding sources for accessibility improvement. In conclusion, I would like to leave you today with a spirit of celebration and optimism for the continued advancement of ASAP. As we've now seen from our fully funded ASAP program, your ongoing advocacy and partnership drives our progress. We are looking forward to engaging in the updates of the ASAP program as we move to the next level.”

- Mr. Robertson asked when the bidding ends for the Damen project, as well as when does construction begin? Ms. Marshall stated that bidding has ended but CDOT has yet to announce the Contractor. Construction would possibly begin around six months later.
- Vice Chair Lee asked if it was possible to have members of the ADA Advisory Committee as part of the ASAP Working Group to which Ms. Marshall said that, yes, at least 3 people from the ADA Committee will be members of the Working Group and others will have an opportunity for comment during meetings, etc.

ADA Advisory Committee Sub-Committees

- Chair Albritton asked the 3 Sub-Committee Chairs (Funding Advocacy, Safety and Training & Technology and Wayfinding) for any updates.
- People should also check the CTA Website for descriptions of Sub-Committees, as well as contact information.
- Wayfinding Sub-Committee:
 - Ms. Hill, who is the Chair of this Sub-Committee, stated that the sub-Committee met at the beginning of June and there were individuals from inside and outside of the ADA Advisory Committee, CTA Planning Department as well as from other transit agencies such as WMATA – Washington Metropolitan Area Transit Authority.
 - Ms. Hill stated that, “And the nutshell of what we talked about was pretty much different wayfinding techniques, items that have been implemented and successfully used nationally. So we talked in detail about -- about the AIRA system, the A-I-R-A system. For those of you who aren't aware, it uses the latest technology to help connect people who are blind and visually impaired by connecting them with highly trained professionals who can then interpret and give them visual information on demand. So we talked with the leads from the Washington Metropolitan Transit Authority about what they've been using with this technology, what they've seen other transit systems -- how they've used this technology, and we just talked about the pros and cons. It's been something that internally within the sub-committee we've talked about quite a bit. You know, how can we provide just a little bit more of technology assistance to those coming into the stations? How can we make sure that the information is clear and reliable across the board and so to kind of get this real-time feedback from other committees just like ours. . . . (to) pick their brain about what they find successful, not successful, pros and cons was incredibly helpful for us. We also talked about Navalense and Microsoft Soundscape.”
 - Ms. Hill ended her comments by saying, “We're planning to get back together at the end part of September, early part of October if anyone is interested in joining. We're still kind

of brainstorming with CTA and still coming up with ideas as sub-committee members gather them.”

- Funding/Advocacy Sub-Committee:
 - At this time there is no current Chair for this Sub-Committee.
 - There were no updates at this time.
- Safety and Training & Technology Sub-Committee:
 - There were no updates at this time.

Facilitator’s Report

- Ms. Amy Serpe, Manager ADA Compliance Programs and Facilitator of the ADA Advisory Committee provided a brief update from the ADA Unit.
- Facilitator Serpe
 - Thanked all Committee members for completing the Statement of Financial Interest Forms required by the CTA.
 - Explained that the ADA and Bus Instruction Departments presented an on-site event for in-patients and out-patients at the Schwab Rehabilitation Hospital and Care Network on May 18, 2021. The purpose of the event was to familiarize newly disabled individuals about the accessibility of CTA’s services while providing the opportunity to practice boarding, alighting and securing their wheelchairs on a bus to encourage use of public transportation.
 - Stated that the Bus Operations and ADA Departments presented a familiarization event at the Jefferson Park Terminal on June 26, 2021 to enable people to investigate the configuration of the new Electric buses. This is only a Pilot program and there are only a few buses currently on the system.
 - Explained that it is unknown at this time if the October ADA Committee will meet in person or virtually. It is noted that Committee members prefer the virtual Zoom meetings. Specific information will be sent out prior to the meeting.

Old Business

- Mr. Mike Connelly, CTA’s Chief Planning Officer made the following remarks.
- “... I would actually just like to thank the Committee members for the support letters that we got to help us with congressional earmarks. And during the construction report, there was some talk about the ASAP program, but we got two earmarks in the bill. They've both been passed in the House. We don't know what's going to happen in the Senate, but we did get 3.37 million for Belmont on the Blue Line, which is in phase three of the ASAP. So that should let us get started and do some conceptual work and some pre-engineering. . . . Then we got 4.33 million for the Irving Park Blue Line station as well. That's in phase two. And as TaNesheha mentioned, we're actively trying to keep that project moving and move it forward so we can get moving on the next phase. As she said, it's in phase two of that process. So thanks to the Committee for your support as we move that earmark process forward.”
- Ms. Bogus inquired as to how the CTA will roll out the Electric bus program that is now in the Pilot Phase.
- Ms. Abramson added that the lack of sound issue on the e-buses that was pointed out in the Public Comment section is a problem not only for buses but also for cars, etc., in terms of people who are blind or have low vision.
- Mr. Connelly provided the following comments.
 - “... We're in the earliest stages, as was mentioned.· We have six pilot buses and we won't -- there's 20 buses in that order and we won't take the delivery of the other 14 until we've been through a summer and winter season with the six that we've got out there.

And one of the reasons we're doing that is for this specific purpose, is to see ways that we can improve it."

- He stated that the comments regarding the limited noise issues have been taken to heart.
- "I know I've had a couple of conversations already with the bus engineering guy we've talked about what can we do, how can we do it? They're looking at how we can equip those buses with an external speaker that would allow us to put some sort of a sound out."
- "We're also exploring what has been done in other areas. I know that London -- transport for London has a solution that they're programing, thanks to an article Joe sent along to myself and Amy, they're looking at a bus that makes a specific sound when it's below three miles an hour and we'll be following up with them to find out how they're doing that, what they're doing."
- "(Additionally), I had heard about this from my friends in Milwaukee, that Milwaukee has ordered some electric buses and that they are going to require that they have some sort of an enunciator to make a sound at low speeds, in part to warn people as the bus is pulling into a stop."
- "The bus does make some noise, but it's certainly very quiet. And potentially we can maybe take the lead. . . . maybe we can explore some solutions on the CTA side with our buses that then can become more widespread and go out there."
- "In the meantime, you know, we don't have a phase two plan lined out yet. We're working on a long-range plan for how we will implement going to fully electric buses by the year 2040."
- "We have 1,868 buses to replace and we have eight garages that need to be set out as electric bus garages with charging infrastructure and maintenance infrastructure to handle these buses. So we have a long way to go to actually have a next step, a solution."
- "One of the things that we're collecting information on is one of the ranges of these buses. And, frankly, one of the things we're concerned about is the range good enough in the summer when you have a high air conditioning load consuming a lot of your stored electricity and will it be adequate in the winter when you have the need for heaters, which will also drain your batteries if you're not careful."
- Mr. Connelly wanted to assure the Committee that comments and feedback have been heard and they will be incorporated into further planning of the e-bus initiative.
- Mr. Kiser added that he believes that there is some sort of a bill in the rulemaking process that deals with the sound issue for electric vehicles.

New Business

- Vice Chair Lee asked about answers to some of the questions Ms. Hayman had provided in an e-mail.
- Mr. Connelly addressed the issues raised by Access Living.
 - The first one was *Access Living is getting word from disabled riders of particularly long wait times between buses and trains. What's the CTA's plan to ramp up service now that the city is open?* "And I guess I'll just start to say, we haven't eliminated any routes or made any service cuts in response to COVID, so we really don't have a ramp-up period per se coming. . . . We continue to provide as much service as possible and just like pre-COVID, we do experience service delays due to vehicles having issues, operator unavailability or absenteeism, a sick customer on a train, or whatever. And we deal with those on

a day-to-day basis, but people should see pretty regular service and we've got capacity to handle increasing ridership as it comes back.”

- The second question she was asking was, *What is CTA doing to assess and accommodate shifts in weekday travel times given increasing ridership and hybrid work schedules?* “And the answer to that is it's really too soon to make significant changes to our service based on any hybrid work schedules we expect to see. As the new normal travel patterns emerge, we'll look at making adjustments to accommodate those travel patterns. But at this point, it's too soon to make changes to the new normal because we don't think we're quite in the new normal yet.”
- So the third question she asked is, *Do you have a sense of how many people are honoring the mask mandate on public transit?* “We've done a series of observation events. The latest one was in late May of this year, of 2021. We did three-weeks-long observations on rail and on bus ... and we found that over 90 percent of our customers were fully complying with the Federal face mask requirement. Many others had a mask, but weren't wearing it properly over their mouth and nose. We continue to message this face mask requirement and we've updated our vehicle signage and our audio announcements to make it clear that face masks are still required by all customers regardless of vaccination status.”
- The next question was, *How many masks are being taken and used from the dispensers on CTA buses and at the train stations?* “Since the program launched in December of 2020, we've distributed over 5 million masks to our customers on our buses and in our train stations.”
- The next question she asked was, *Late in the day, masks are running out; are they being replaced throughout the route?* “We do our best, but it's not always possible. The street supervisors do have extra masks in their vehicles when they're on the road. The operators are told to communicate with the Control Center if they're running out of masks and then their manager or a street supervisor with face masks will zip out and give them restocking when they can hit it. It doesn't always happen, but it's the intended action.”
- Then the last question is, *“If a person with a disability needs assistance with a mask, will or can the drivers and the train operators assist?* If it's safe to do so, an operator can always reach into the box and get the mask and hand it to the customer, hand it to the rider there. And that can happen at the rail station as well. Sometimes the bus is out of masks in the box that's sitting on the wheel well and the operator will have another box up near the front that they can then share. So do ask if you see an empty mask dispenser and somebody needs a mask. On the other hand, the operator will not put it over your face and nose and put it over your ears. That's really a very personal thing and it's not something that we've asked the operators to do.”
- Vice Chair Lee asked what should people do if noticing at various bus stops or terminals that there are people who are homeless sleeping there. She feels this could be a safety issue.
- Mr. Connelly stated that the location and issue can be reported to Customer Service or to call 311 which is the non-emergency line for the City. The CTA is working with the City and other agencies related to this type of issue.
- Mr. Robertson asked what to do if people are sleeping on the train? Mr. Connelly responded that customers can use the Emergency Call Button in each car to communicate with the Rail Operator. Customers can also wait until they get to their stop

and go up to the Operator window and explain the situation. He added that this situation is something faced by all transit systems especially as mental health facilities are closing due to funding and other issues.

- Facilitator Serpe added that if people are uncomfortable in pressing the Emergency Call Button as others can hear the conversation, the CSA can be told about the incident and they can use the radio to notify the operator, Control Center or others as needed.

Adjournment

- Vice Chair Lee reminded people that the next meeting will be on Tuesday, October 12, 2021. She then asked for a motion to adjourn.
- Mr Robertson moved, and Ms. Hill seconded the motion.
- A vote was taken by declaration and all approved.
- The meeting adjourned at 4:33 p.m.

ajs 10-02-21